



U.S. AIR FORCE

SPS Technical Breakout

Troubleshooting Common Errors



Presented By:

Brindha Krishnaswamy (AMS AFCST)

Phone: 703-227-4852

E-mail: Brindha.Krishnaswamy@ams.com

***Air Force Contracting e-Business Training Workshop
(November 2003)***

- Common Sybase Errors
- Enhancing Database Performance
- Password Changes

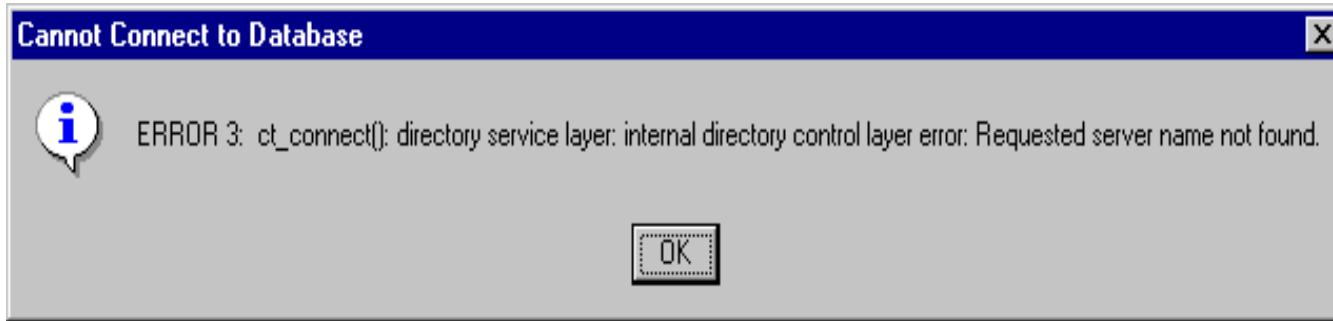
Common Sybase Errors



- Error 3: Connect two endpoints failed
- Error 1000: Unable to connect to master database
- Error: 999 DBMS SYC is not configured on this machine.



- Error message received



- Troubleshooting “Error 3: ct_connect”
 - Multiple sql.ini files
 - Server name is listed in sql.ini
 - The sql.ini file has an invalid IP Address

- Validate existence of multiple sql.ini files
 - If there are multiple files, verify that the entry for the server name exists in each file.
- Validate server name is listed in the sql.ini file

[SPS_F12617]

master=NLWNSCK,162.70.62.105,5000
query=NLWNSCK,162.70.62.105,5000

- If server entry does not exist then create one and enter the IP Address of the Sybase Server.

- Validate IP Address

[SPS_F12617]

master=NLWNSCK,162.70.62.105,5000

query=NLWNSCK,162.70.62.105,5000



- Update the IP Address if value is incorrect.

- Variations of error 999
 - Unable to initialize Client Library Context
 - DBMS is Not Supported
- Troubleshooting “Unable to initialize Client Library Context” error
 - Validate the Windows Environment Variables
 - ✓ Path Variable = <dir>:\PD2\Bin;<dir>:\PD2\Bin\Bin
 - ✓ Sybase Variable = <dir>:\PD2\Bin
 - ✓ DSQUERY Variable = Sybase



Error 999 Cont'd



- Troubleshooting “DBMS is Not Supported In Your Current Installation”
 - Verify database entry is located within the pddod.ini file
 - [Database] DBMS=SYC
 - Database=SPS_F12617_DB
 - ServerName= PD_SYBASE_SERVER
 - If missing, copy a pddod.ini file from a working machine into the <dir>:\PD2\Bin directory.



- Error message
 - Error 1000: Unable to connect to master database.
- Troubleshooting
 - Server is Online
 - Sybase userid or password provided to installer valid
 - IP Address provided to installer is correct

Performance Enhancing Tips



- Generate large CLIN documents on the ASF Server
 - New feature in v4.2 Increment 1
 - How to Setup ASF generation feature
 - ✓ Utilities > Systems Administration > ASF
 - ✓ Check Local and Server
 - Allows user to select Client or ASF at Generation
 - Large CLIN documents tend to lock-up the system during the Generation Process



Performance Enhancing Tips



- Advantages of ASF Server Generation
 - ✓ Frees up Client Machine
 - ✓ Faster Generation



Performance Enhancing Tips

Cont'd



- Reorg Compact (DOL) (v4.2 Increment 1)
 - Over time, Data Only Locking (DOL) tables can exhibit inefficient handling of space and clustered indexes
 - The Reorg Compact Utility improves DOL page performance
 - ✓ Collects garbage by compacting unused free space
 - ✓ Removes row forwarding
 - ✓ Improves index clustering



Performance Enhancing Tips

Cont'd



- To perform Reorg Compact, run the Reorg Compact Tables script within Script-Aid (currently v3.1a)
 - ✓ Script should be run when all users are off system
 - ✓ Highly recommended that script be run periodically to improve performance.



Performance Enhancing Tips

Cont'd



➤ Update Statistics

- Over a period of time, system table statistics tend to become outdated, thus causing a degradation of system performance.
- The heavier the system usage, the more degradation.
- Update Statistics will update the System Table Statistics
- Easiest way to improve the performance of the database



Performance Enhancing Tips

Cont'd



➤ How To Run Update Statistics

- To update statistics, run the Update Statistics script within Script-Aid (currently v3.1a)

➤ When To Run Update Statistics

- All users should be off of the system
- After upgrading your PD² database
- After running the clause database installer
- When a new index is dropped/added from a table
- When the system appears to be running slower than normal



Performance Enhancing Tips

Cont'd



- Recommended that statistics be run once a month



Password Changes



- Password Expiration Every 90 Days (v4.2 Increment 1)
 - Upon upgrade to v4.2 Increment 1 all Sybase logins will be set to expire every 90 days.
 - SPS-I and Application Server password change.



➤ When Do You Change Password

- When “sa” password updated within Sybase.
- Every 90 Days

➤ Where Do You Change the Password

- SPS-I Profiles
- SPS-I Integration Manager (IM)

➤ Why Update SPS-I Profiles

- Password enables SPS-I Interface to run

➤ Why Update SPS-I IM

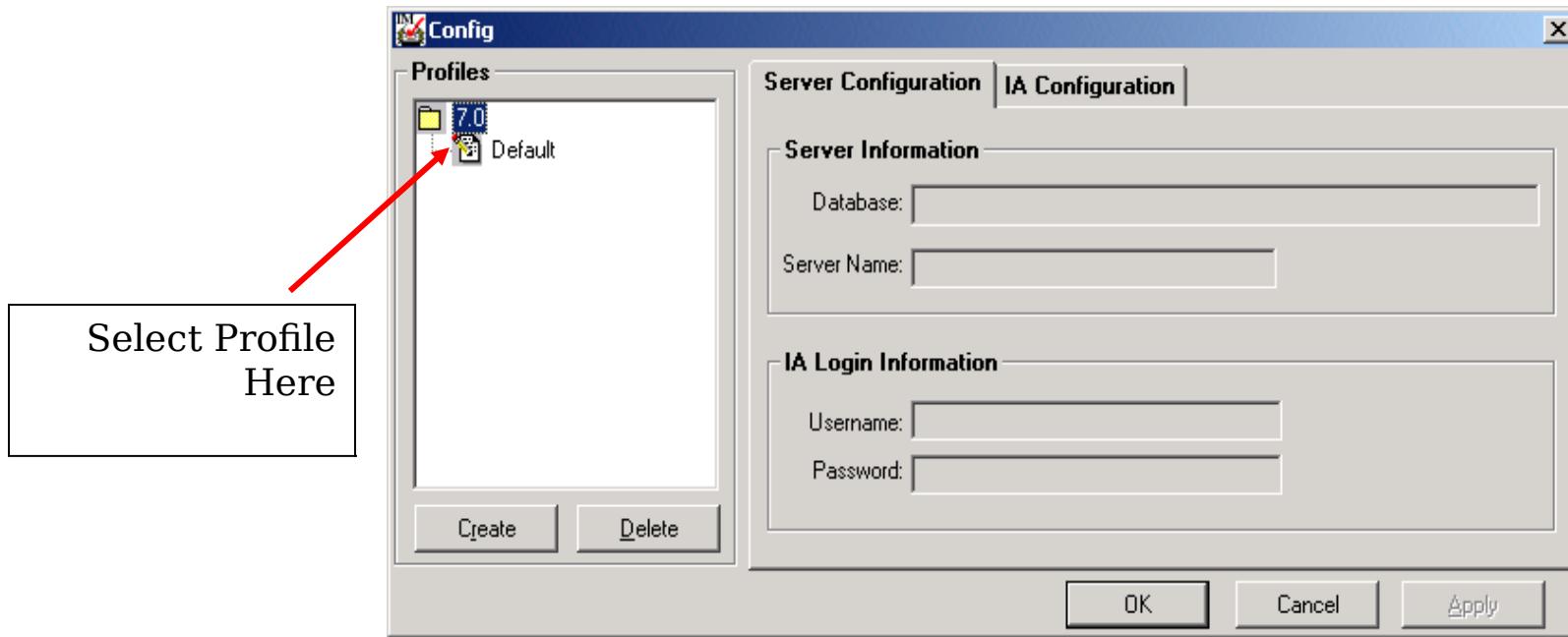
- Password enables the Editing of SPS-I Interfaces
- Error received when password incorrect

✓ Predefined Message “pfc_dwderror” not found

Overview - Updating The SPS-I Profile



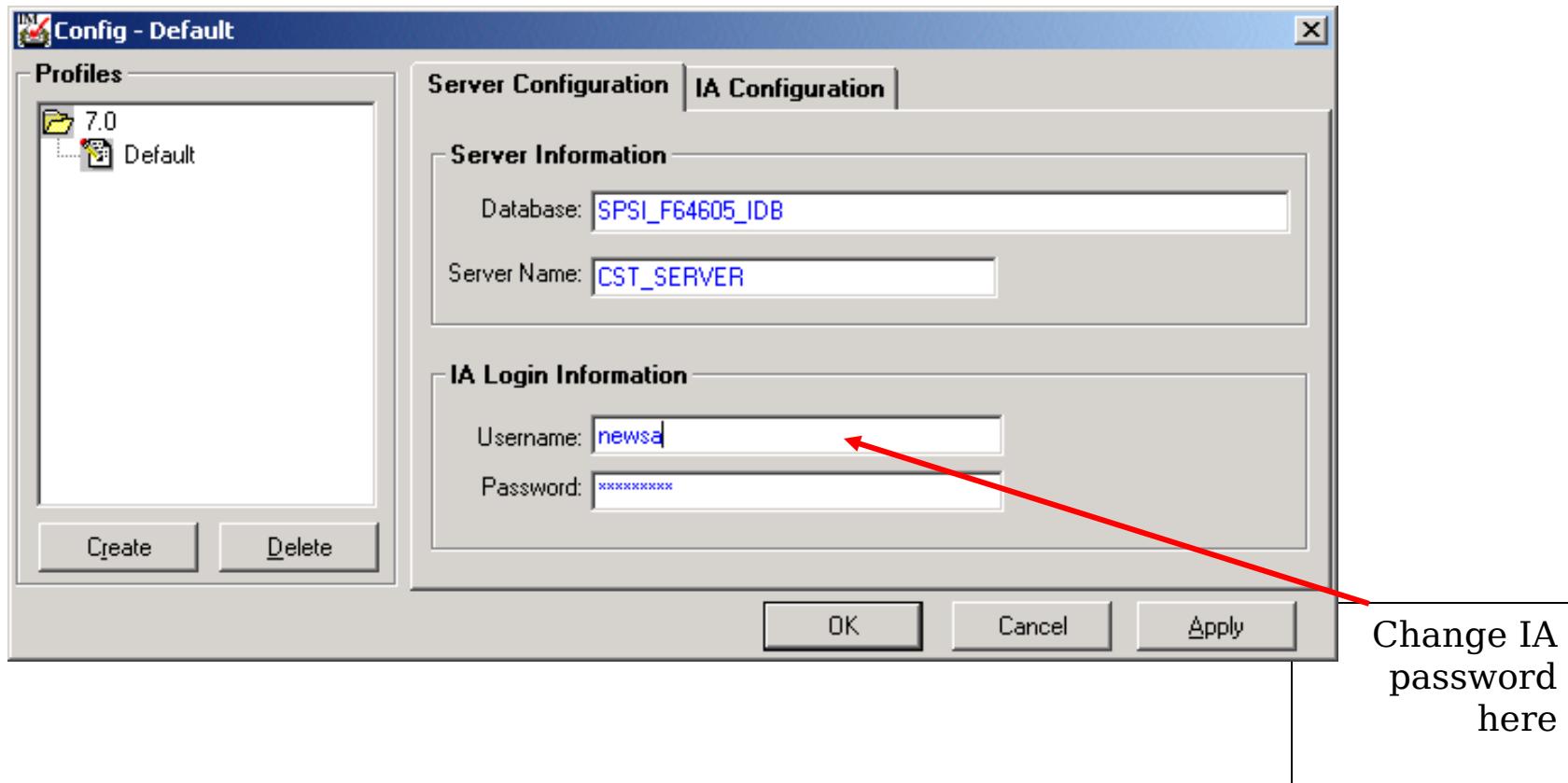
- To Open SPS-I Profiles
 - Go to Start > Program Files > SPS-I > SPS-I Profiles
- Select Default as your SPS-I Profile



Overview - Updating The SPS-I Profile Cont'd



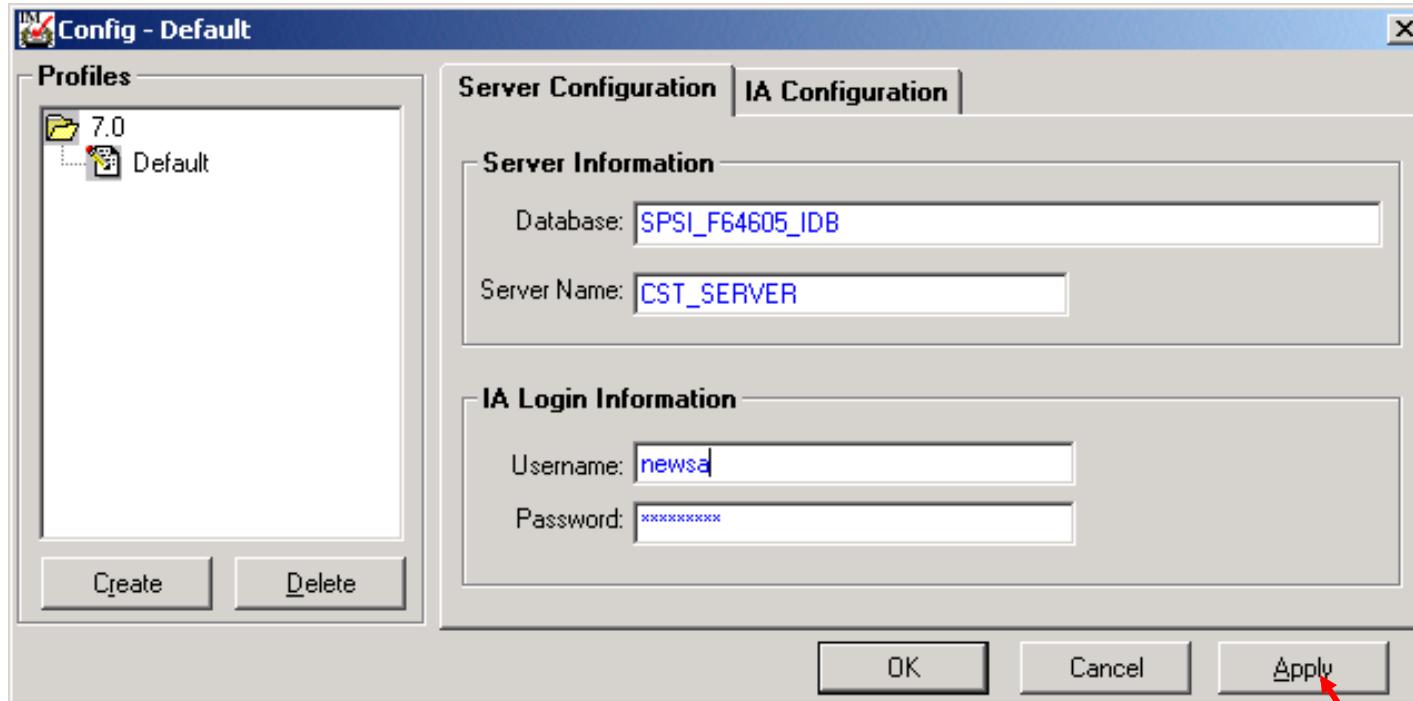
- Change SPS-I IA password



Overview - Updating The SPS-I Profile Cont'd



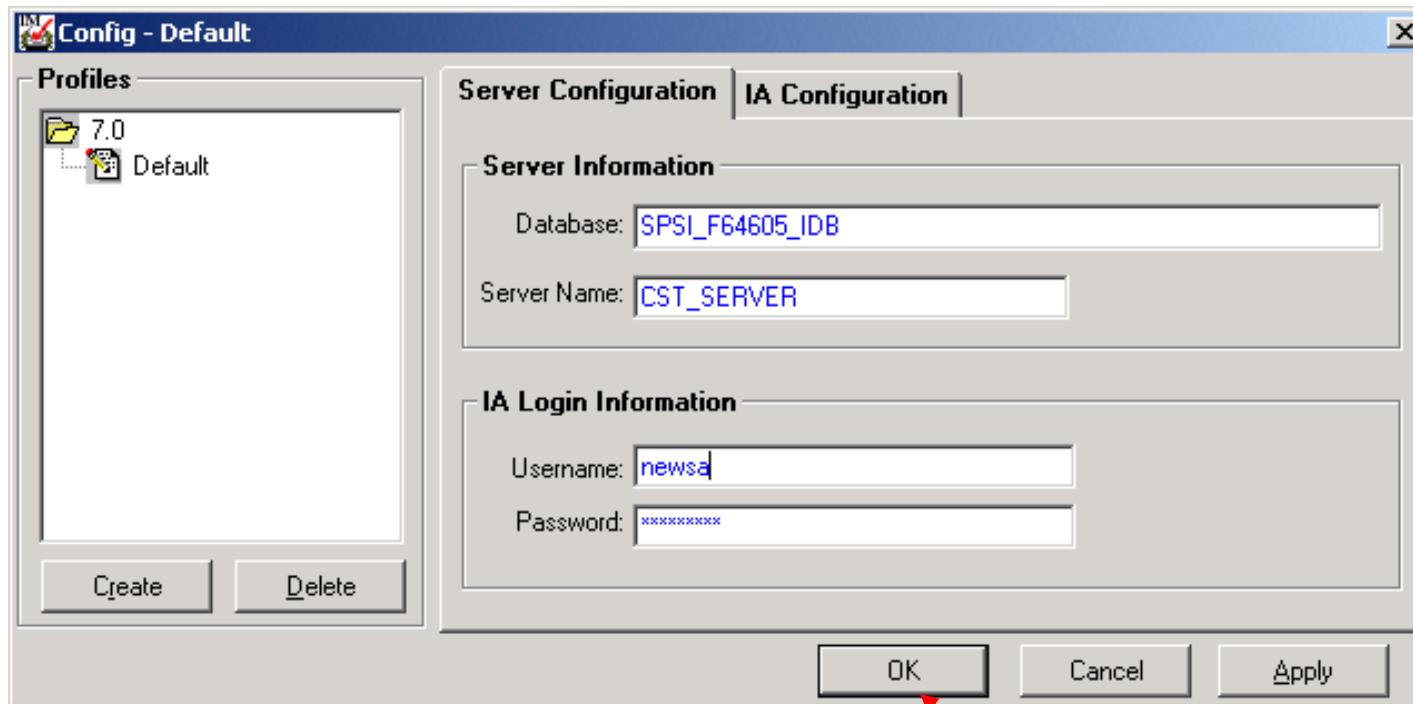
- Click Apply to set password



Overview - Updating The SPS-I Profile Cont'd

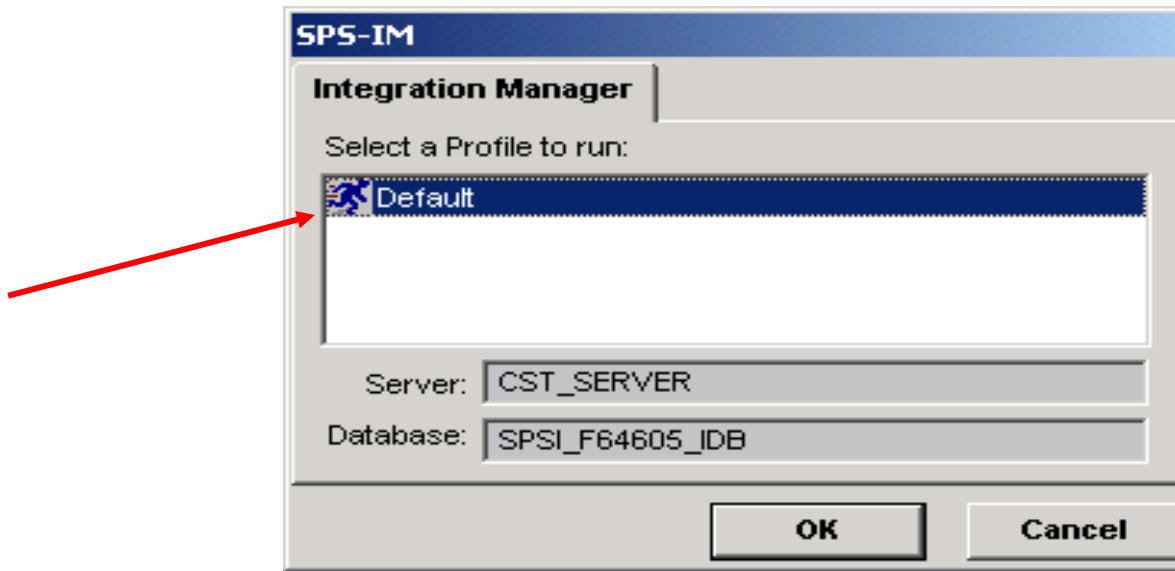


- To close SPS-I Profiles click [OK]



Overview - Updating The SPS-I Integration Manager (IM)

- To open SPS-I Profiles
 - Go to Start > Program Files > SPS-I > SPS Integration Manager
- Select Default as the Profile



Overview - Updating The SPS-I Integration Manager (IM) Cont'd



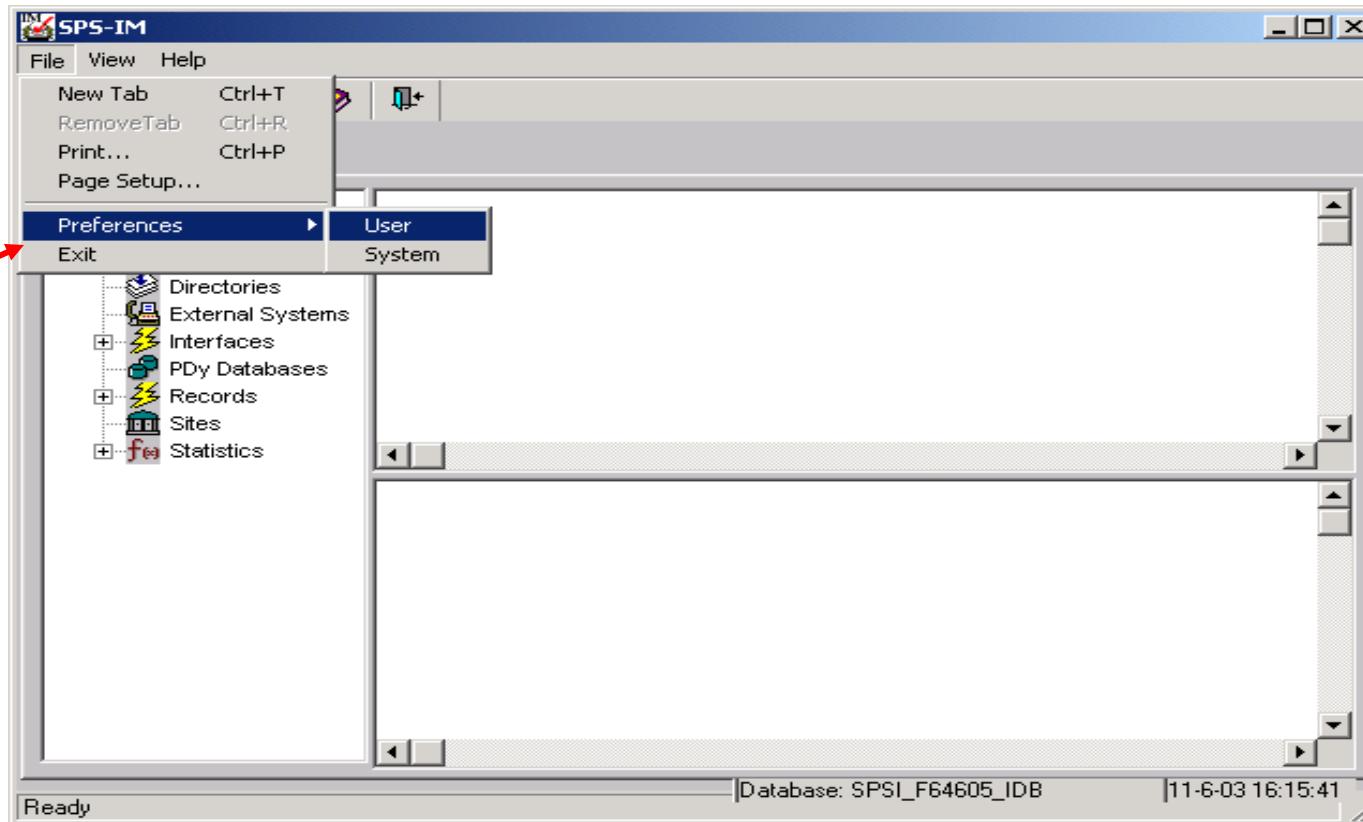
- Log into SPS-IM



Overview - Updating The SPS-I Integration Manager (IM) Cont'd



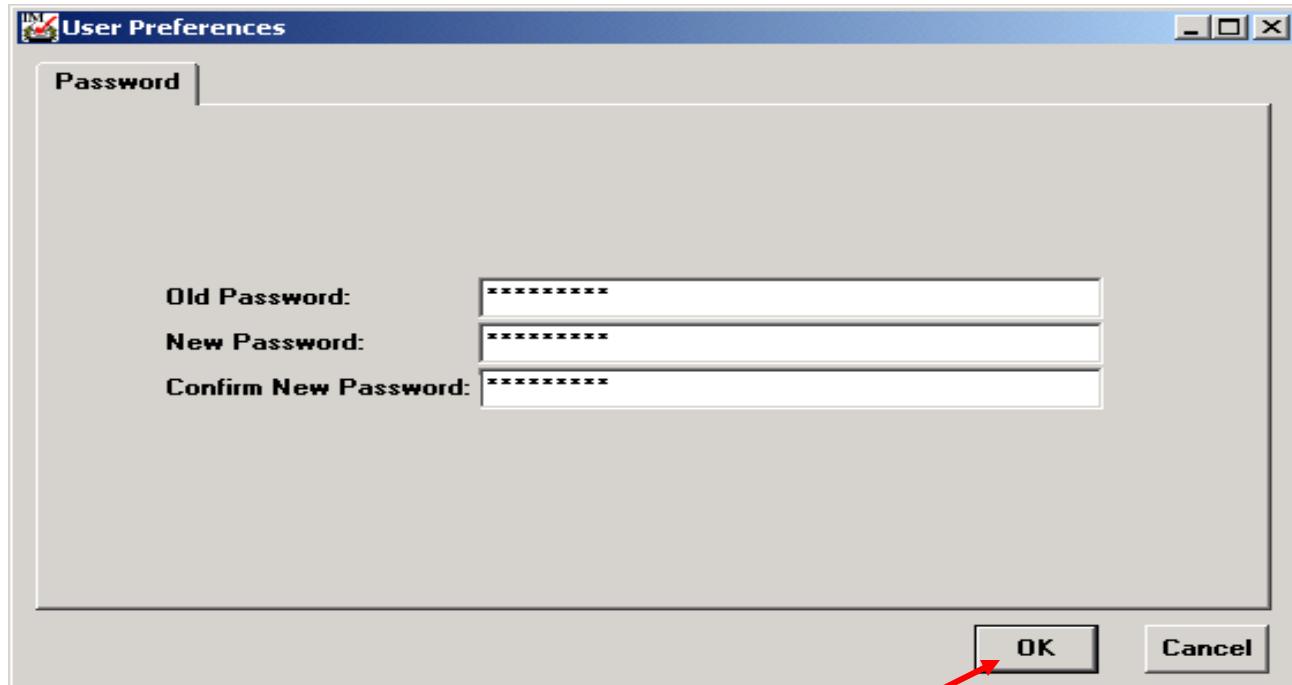
- To update go to File > Preferences >User



Overview - Updating The SPS-I Integration Manager (IM) Cont'd



- Change password
- Select [OK] to close



Update The Application Server



- When to update Application Server Password
 - “sysadmin” password is updated in Sybase
- Why update the Application Server Password
 - Start Application Server
 - Error Message when password incorrect
 - ✓ Could not Connect to Database
- How to Update Password
 - Install Script-Aid on Application Server



Update The Application Server



- Add The pddod.ini File

- ✓ Copy a pddod.ini file from a working machine
 - ✓ Add to <dir>:\Script-Aid directory.

- Change The ASF Password

- To update password, run the Change ASF Password Script.



QUESTIONS

